

University of Nebraska - Lincoln

**DigitalCommons@University of Nebraska - Lincoln**

---

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

---

Summer 4-6-2019

# USE OF WHATSAPP AMONG THE USERS OF CHATTISGARH LIBRARIES: AN ANALYTICAL STUDY

payel saha

payel\_saha\_dutta@yahoo.co.in

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>

Part of the [Library and Information Science Commons](#)

---

saha, payel, "USE OF WHATSAPP AMONG THE USERS OF CHATTISGARH LIBRARIES: AN ANALYTICAL STUDY" (2019).  
*Library Philosophy and Practice (e-journal)*. 2394.

<https://digitalcommons.unl.edu/libphilprac/2394>

# USE OF WHATSAPP AMONG THE USERS OF CHATTISGARH LIBRARIES: AN ANALYTICAL STUDY

Payel Saha, Library Assistant, KIIT deemed to be University, Odisha

Barun Naskar, Librarian, Kamalpur Netaji High School, Bankura, West Bengal

Hrudayananda Padhan, Assistant Librarian, KIIT deemed to be University, Odisha

**Abstract**--The main theme of this study is to find out the use of whatsapp in Chhattisgarh libraries. For this study a structure questionnaire were distributed among the Chhattisgarh area libraries. Because in our modern life social networking sites have a great importance. There are various types of apps to connect the people regularly but most popular app is whatsapp. Through this app everybody can interact other persons with in a second. People have to time to go and visit and collect news themselves. Whatsapp connect peoples throughout the world. They can message, talk and video call easily through this app. So it has a great importance in our modern society. This app is totally free & more than 1.2 billion people use this app regularly. Library science professionals are also attracted to this app because its various facilities.

**Keywords**—Whats app, Internet, Communication, Social networking.

## I. INTRODUCTION

Whatsapp is very much popular app among the young generation because it's various types of features and free of cost. Jan Koum and Brian Acton, who was the employees of IT Company created this app in 2009. After that it spread all over the smart phones among the world. It uses standard messaging protocol XMPP. In whatsapp anybody can create group of 100 participant share photos, videos, audio files, contacts, locations etc & VoIP calls also included. Its privacy issue is very much important. It is a very fact than other apps. Recently in Library & information science profession, professionals are very much aware about to give the information to their users. Because now a day's users are seeking update information & library & information science

is very much related to give the updated information to the users. They are also using this app because of sending information to others. In Chhattisgarh area there are various private & government libraries. Many of the library professionals are using whatsapp for collecting & dissemination of information. They are very much enjoying its services. In the changing environment of modern society the library professionals are also changing their working procedure to adopt new techniques & technologies.

## II. LITERATURE REVIEW

In our busy life, we all are often communicating with our near ones but through the help of technology it is very easy for us to communicate. Now social networking apps are very much popular for communication within a minute with a low cost. Whatsapp is one of them. It is a very much beneficial app for chatting or communication to others. Beside chatting facilities it has many features to use. (Shanmugapriya, S & Priya, A, 2016). Nowadays many apps are available nationally & internationally which are allowed to communicate; whatsapp is one of them. Now whatsapp is very popular app for communication. It is completely free & secure app. No one app is so much popular like whatsapp. (Sutikno, Tole, 2016). Whatsapp has huge amount of users for its various facilities & various features. Creation of group is a very much helpful feature for communicating various persons. There are various apps in the market but whatsapp is more popular than others. ( Ramakrishnan, N, 2017). Social media is a huge impact on our society. Mobile phones nowadays

is a very much useful for communication. There are various apps in market but whatsapp is very much popular among the apps. Many of the persons are using whatsapp for communicating for professional & personal development.( Bajpai, Maneesh Kumar,2016).ICT has a great impact in our society. SNS s are the example of communication within a short time. Whatsapp is one of them. It is a good app for instant communication.( Ansari, Mohd Shoaib & Tripathi, Aditya,2017). The concept of library is changed today because of web 2.0 concept & social networking sites. Now libraries are providing services for better communication. So some social networking sites are very much popular among these days. Whatsapp is one of them.( Manna, Rubi Acherjya & Ghosh, Shyamal,2018).

### III. OBJECTIVES OF STUDY

The main objectives of this study are given below:

1. For what purpose the professionals are using whatsapp for library service.
2. How they are using this app?? Is it fruitful or not?

3. Impact of whatsapp use among the LIS professionals of Chhattisgarh area.
4. The frequency of use of whatsapp.
5. What difficulties they when they use this app?

### IV.METHODOLOGY:

This is a survey type study of using whatsapp among the LIS professionals of Chhattisgarh area. For this study a structural questionnaires were distributed among the whatsapp users of LIS professionals. The data has been collected from the questtienairries. After collecting the data, analyzed and prepare a graph with the help of MS-excel.

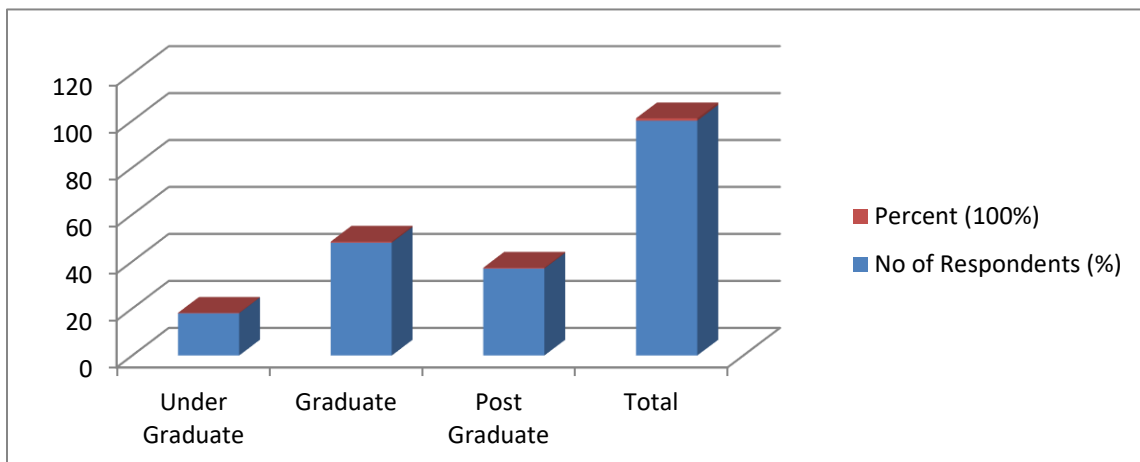
### V. DATA ANALYSIS

The data was collected online and the process of data collection took the period of one month. The collected data is analyzed and interpreted in various ways. There preventative graphs made for better understanding of data. The analysis is based on the questionnaires received.

Educational Level			
Sl.No	Education	No of Respondents (%)	Percent (100%)
1	Under Graduate	18	18%
2	Graduate	48	48%
3	Post Graduate	37	37%
	Total	100	100%

The use of WhatsApp in the educational level is very necessary, so that, Table-1 shows the students from difference disciplines. It contains 18(12 male and 6 female) respondents from under graduate

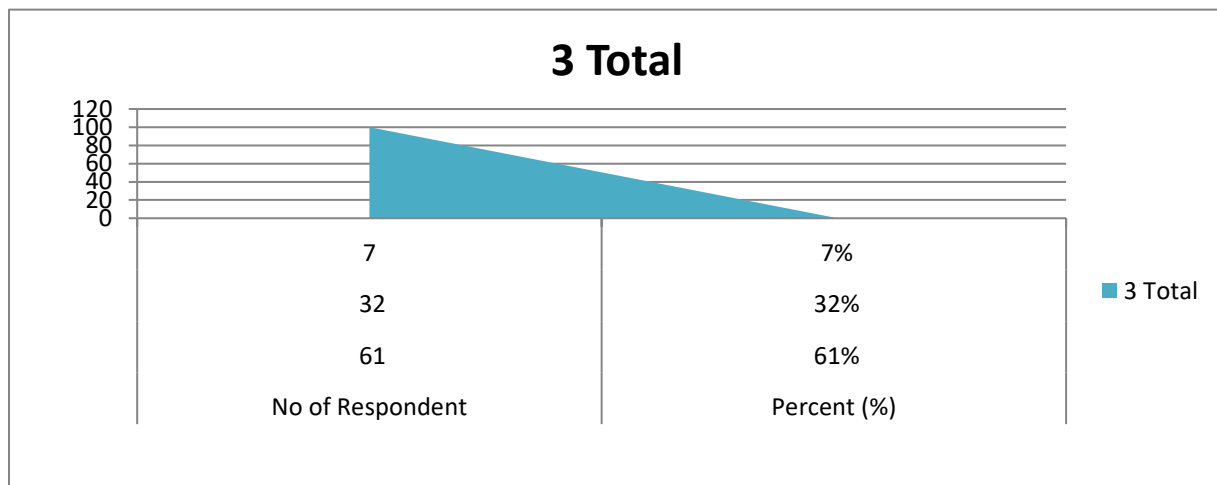
level, 48(32 male and 16 female) students from graduate level like that 37 of both male and female respondents from post graduate level.



<b>Gender</b>			
<b>Sl.No</b>	<b>Gender</b>	<b>No of Respondent</b>	<b>Percent (%)</b>
1	Male	61	61%
2	Female	32	32%
3	Others	7	7%
	Total	100	100%

The social media site WhatsApp is the most crucial point for the sharing of information among the users. Table-2 reflect the highest percentage of the users of

WhatsApp for male respondents are 61%, females are 32% and others are 7%.



<b>Experience on Whatsapp</b>			
<b>Sl.No</b>	<b>Experience</b>	<b>Frequency</b>	<b>Percentage (%)</b>
1	Less than 1 year	43	43%
2	1-2 years	37	37%
3	More than 2 years	20	20%
	Total	100	100%

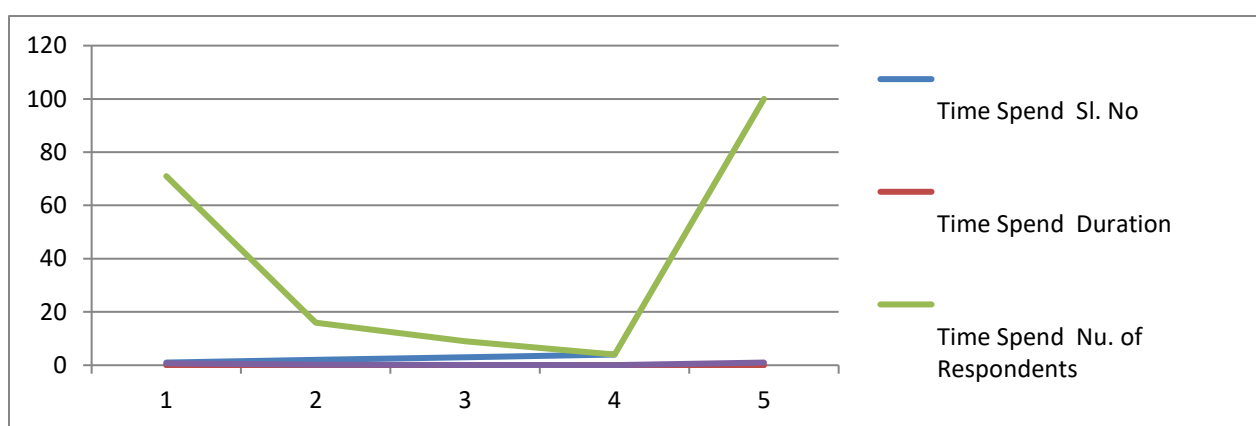
The use of WhatsApp in library is necessary to share data or information among the users through creates some groups. Table-3 shows that the experience

among the users, less than one year is 43%, like this one to two year of experiences i.e. 37% and more than two years are 20%.

Time Spend			
Sl. No	Duration	Nu. of Respondents	Percentage (%)
1	1-3 Hours	71	71%
2	3-6 Hours	16	16%
3	6-10 Hours	9	9%
4	10> Hours	4	4%
	Total	100	100%

WhatsApp has no option to log out and it work in the background while the internet is connected. One can generally use it in his leisure time. There is 71 person

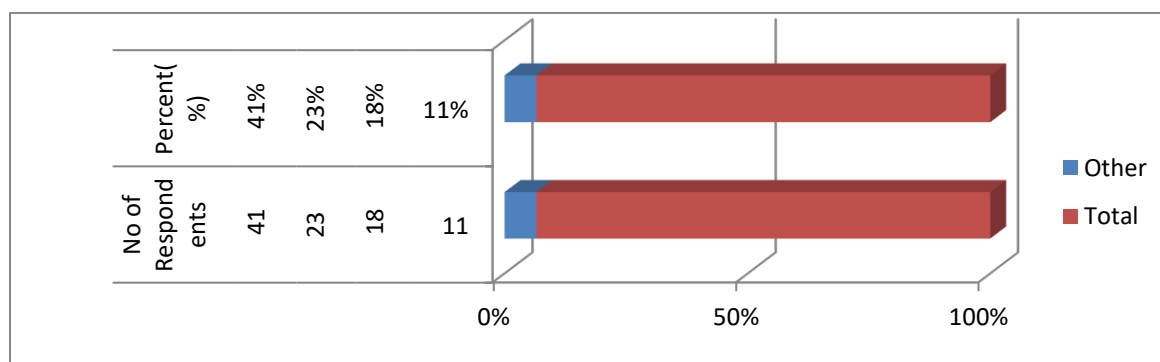
uses it for 1-3 hours, 16 person use 3-6 hours, 9 person use 6-10 hours and 4 person use it more than 10 hours daily as shown in Table-4.



Activities			
Sl.No	Activities	No of Respondents	Percent (%)
1	Study in Group Discussion	41	41%
2	Sharing Resources	23	23%
3	Information Educational Agenda	18	18%
4	Sharing job vacancy	11	11%
5	Other	7	7%
	Total	100	100%

The social media for message sharing site WhatsApp can be very useful in delivering services in libraries and Information centers. In the Table-5 shows that 41% of respondents share their information in group

for study purposes, like that 23% are sharing their resources, 18% use for information educational agenda, 11% for sharing job vacancy and 7% are for other purposes.



<b>Awareness</b>				
<b>Sl. No</b>	<b>Awareness</b>	<b>Strongly Agree (%)</b>	<b>Disagree (%)</b>	<b>Total (100%)</b>
1	WhatsApp is important for educational learning	87%	13%	100
2	It help to maintain social relationship	93%	7%	100
3	It is wastage of time	53%	47%	100

WhatsApp can be provided a useful platform for providing library services and user can get their required services on their smart phones. We tried to measure the person's opinion for providing library services in which 87 people strongly agree for

educational learning and 13 are disagree. Likely, 93 are agree to maintain for social relationship and 7 are disagree, 53 are strongly agree in thinking that it is wastage of time and another 47 are disagree.

<b>Benefit of Using WhatsApp</b>				
<b>Sl.No</b>	<b>Benefits</b>	<b>Agree</b>	<b>Disagree</b>	<b>Total</b>
1	Improve Technology Proficiency	82%	18%	100
2	Collaborative Problem Solving	57%	43%	100
3	Communicate in new ways with new people	65%	35%	100
4	Learning can extend beyond classroom	60%	40%	100

The high improvement of technology paves the way in the field of social media. In this table-7 we know what are the benefits for using of WhatsApp, More than 80% users are agree for Improve

technology proficiency, 18% age disagree, 57% are in collaborative problem solving, 65% are communicate in new ways with new people.

<b>Facing Difficulties</b>			
<b>Sl. No</b>	<b>Problems</b>	<b>No of Respondent</b>	<b>Percentage (%)</b>
1	Low Internet Speed	57	57%
2	Technical Issues	23	23%
3	Lack of Knowledge	15	15%
4	Other Issues	5	5%
	<b>Total</b>	<b>100</b>	<b>100</b>

In the Table-8 57% number of responds is facing low internet speed, 23% are facing technical

issues, 15 people are unaware or lack of knowledge about WhatsApp and 5% users are facing other issue

## VI. CONCLUSION

In the conclusion, it's find out that majority of the professionals are using whatsapp for their professional as well as personal use because of its various features. They discuss about the professional issues & share information, discriminate information. Most of the professionals are using whatsapp for group discussion. This types of apps are a revolution for our society. The invention of social networking is a very much revolutionary for LIS professionals. Almost every age group of professionals are using whatsapp in Chhattisgarh area. In Chhattisgarh area LIS professionals are using social networking for developing the services of library.

## REFERENCES

1. Kenchakkanavar, Anand Y & Hadagali, Gururaj S(2015), " Use of WhatsApp among the Research Scholars of Karnatak University, Dharwad: A study", Journal of Library & Information Science, Vol.5 No.3,P: 548-561.
2. Shanmugapriya, S & Priya, A (2016), "A Study on impact of using WHATSAPP on reduction of stress",International Journal of current research & modern education, volume.i, issue ii, p-66-79.
3. Sutikno, Tole(2016)," WhatsApp, Viber and Telegram: which is the Best for InstantMessaging?", International Journal of Electrical and Computer Engineering (IJECE), Vol. 6, No. 3,p.909-914.
4. Ramakrishnan, N(2017)," Use of WHATSAPP for english language proficiency among B.ED. trainees",International journal of research- Granthalayah,5(9:SE), 1-6. <https://doi.org/10.5281/zenodo.1004446>.
- 6... Bajpai, Maneesh Kumar(2016)," Impact of WhatsApp on LIS Professionals"DESIDOC Journal of Library & Information Technology, Vol. 36, No. 6, November 2016, pp. 424-430 DOI: 10.14429/djlit.36.6.10221
- 7... Ansari, Mohd Shoaib & Tripathi, Aditya(2017)," Use of WhatsApp for Effective Delivery of Library and Information Services", DESIDOC Journal of Library & Information Technology, Vol. 37, No. 5, September 2017, pp. 360-365, DOI : 10.14429/djlit.37.11090.
- 8.. Abdul Fattah, Said Fathy El Said (2015)," Journal of Education and Practice [www.iiste.org](http://www.iiste.org)ISSN 2222-1735 (Paper) ISSN 2222-288X (Online)Vol.6, No.32, 2015

## AUTHORS



She passed her graduation from North Bengal University, West Bengal, India, Then completed her master in English from Rabindra Bharati university & after that Bachelor Of Library & Information science then master of Library & Information science. She qualifies UGC-NET & COMPLETED Ph.D course from Utkal University. She has three years experience in library service.



Mr. Hrudayananda Padhan is presently working as *Assistant Librarian* in KIIT Deemed to be University, Bhubaneswar. He received his MLIS in 2008 and PGDLAN in 2010 from Sambalpur University, Burla, Odisha. Mr. Padhan has 10 years of experience in Library Administration and Management. He has participated and presented papers in number of International conferences and seminars. His research interests include Library Automation, Networking, and Digitization of Learning Resources.



He is working as a school Librarian of Kamalpur Netaji high school, Bankura. He was completed his M.A & Mlisc. From Jadavpur University, India & Qualified UGC-NET in 2015. He published 3 book chapters, 3 articles. He is a life time member of Bengal Library Association.